



FAQ

Q:What is the new frequency of inspections protocol?

A: Annual unannounced compliance reviews of all residential, adult day programs and Child Care Centers (CCC)

Biennial unannounced compliance reviews of all Family Child Care Homes (FCCH)

Unannounced full comprehensive health-and-safety compliance inspections of all facilities on probation or with ongoing plans of correction

Additional unannounced case management inspections, to be conducted on problem facilities as needed to monitor compliance and to ensure the health and safety of those in care

Pre-licensing inspections on all new license

applications unless it is determined that a simple administrative change is occurring and that all other program, staffing and client factors remain the same

Elimination of post-licensing inspections of adult and senior residential programs unless a case management inspection is needed to ensure the health and safety of new clients in care

Q: Will comprehensive inspections be eliminated?

A: No. Facilities on probation or with a history of non compliance will not be eligible for a Key Indicator Compliance Review. These facilities will receive annual comprehensive inspections and case management visits as needed to ensure compliance.

Q: Will this eliminate unannounced inspections?

A: No, all complaint investigations and compliance inspections will be just as they are now...unannounced.

Q: How did you select your key indicators?

A: Each program analyzed the 50 most frequently cited violations, past practices, administrative actions and the Zero Tolerance violations to select the strongest predictors of high and low compliance and health-and-safety risk. Each year the indicators will be updated based on the best available data.



Q: What are the Zero Tolerance violations?

A: These pose very serious health-and-safety risks, such as violations involving accessible bodies of water, firearms and ammunition, fire safety and excluded persons. These violations, while not frequently cited, will be included as key indicators as they are significant indicators of risk.

Q: Are pre- and post- licensing visits eliminated?

A: Only senior and adult programs had post- licensing visits, which were eliminated to allow for more frequent inspection visits. Case management visits can be conducted as needed. Pre-licensing visits were eliminated only when the issues

involved simple administrative functions such as changing from a proprietary ownership to a limited partnership.

Q: Has this model been tested for residential programs?

A: Yes. Nebraska, New York, Pennsylvania and others use this model for 24-hour care.

Q: Will CCLD test the model before implementing it?

A: Yes, Key Indicator Compliance Review Tools are under development for scheduled testing between June – August 2010.

Q: What stays the same?

A: All workload related to complaints, applications, and pre-licensing inspections remains the same. CCLD will still hold noncompliance conferences, exclude individuals and take action to suspend or revoke licenses when necessary.

Q: Won't the provider just get a quick checklist visit?

A: No. The new visit protocol calls for a very structured inspection using one of several tools published annually. While the inspection will take

about half the current time, the consistency will be improved, technical assistance will be available, and our relationships will be strengthened.

Q: What if there are other violations at the time of the visit?

A: If we see it, we cite it.



Q: Will providers have a chance to receive technical assistance?

A: Yes, CCLD is committed to providing more technical assistance.

Q: Will there be training and information available?

A: The latest information will be posted at <http://www.cclld.ca.gov/> Look for the New Directions link for all the latest information.

At the same location look MyCCL to sign up for all the latest E-mail information.

